

Request for Proposals

**Town of Berlin
VNA Management Software Service**

BID # 2017-06

October 20, 2016

TOWN OF BERLIN, CONNECTICUT

REQUEST FOR PROPOSALS FOR: VNA Management Software Service

Bid NUMBER: 2017-06

Bid OPENING DATE: November 17, 2016

Bid OPENING TIME: 2:00PM

Bid OPENING PLACE: Berlin Town Hall, Town Manager's Office

.....

The Town of Berlin, Nursing Department/Visiting Nurse Association (hereinafter "Town"), is seeking proposals from firms offering VNA Management software, hosting, training and technical support for modules including but not limited to: agency front office, clinical point of care, billing/accounts receivable, and a drug database. It is anticipated that the selected platform will be fully operational for the fiscal year beginning July 1, 2017.

One (1) clearly marked original and two (2) copies of your sealed proposals must be received no later than 2:00PM on Thursday November 17, 2016, in the Town Manager's Office of the Berlin Town Hall, 240 Kensington Rd., Berlin, CT 06037. The Town will not accept submissions by e-mail or fax. The Town will reject proposals received after the date and time noted above.

Additional information, including the RFP, is available on the Town's website www.town.berlin.ct.us under Business, Bid and RFP Information, or by calling the Purchasing Agent at 860-828-7136 during normal business hours. **Each proposer is responsible for checking the Town's website to determine if the Town has issued any addenda and, if so, to complete its proposal in accordance with the RFP as modified by the addenda.**

The Town of Berlin reserves the right to reject any and all proposals, waive any informalities, or defects, and award to the bidder deemed to be in the best interest of the Town. The Town is an Affirmative Action/Equal Opportunity Employer. Minority/Women's Business Enterprises are encouraged to apply.

Adam Tulin
Purchasing Agent

TOWN OF BERLIN, CONNECTICUT
STANDARD INSTRUCTIONS TO PROPOSERS

1. INTRODUCTION

The Town of Berlin Nursing Department/Visiting Nurse Association is seeking proposals from firms offering VNA Management software, hosting, training and technical support for modules including but not limited to: agency front office, clinical point of care, billing/accounts receivable, and a drug database, with the ability to potentially expand to other areas in the future. Preference will be given to firms with experience providing VNA software services specifically in municipalities or similarly sized independent nursing agencies. It is anticipated that the selected platform will be fully operational for the Fiscal Year beginning July 1, 2017. This RFP is not a contract offer, and no contract will exist unless and until a written contract is signed by the Town Manager and the successful proposer. Interested parties should submit a proposal in accordance with the requirements and directions contained in this RFP.

1. Background and Intent

The successful bidder will be expected to actively engage and partner with the Nursing Department to provide all services as further defined below in Section 3 – Scope of Services, to allow the Nursing Department to accurately and efficiently manage the Town's VNA caseload. The selected provider will be expected to maintain expert knowledge of the medical software landscape and related requirements and regulations of the State of Connecticut and Federal government in order to provide ongoing advance guidance and direction to the Town.

The Berlin Visiting Nurse Association is a community-based, non-profit, home health agency established in 1926. The mission of the Berlin VNA is to provide quality home health services to the residents of the Town, provide school health services to public and private schools under contract, and to promote further wellness in the community.

Berlin VNA is licensed by the State of Connecticut, certified by Medicare and Medicaid and accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). Berlin VNA is committed to provide healthcare primarily to residents of Berlin, Kensington and East Berlin, with service also available in Cromwell, Newington and New Britain. The Town provides healthcare to approximately 80-85 active patients per week, with **approximately 425 admissions per year. During Fiscal Year 2014, Berlin VNA performed 11,665 total home visits.** Referrals can be made by Physicians, Hospitals, Skilled Nursing Facilities, Rehabilitation Centers, Family Members and self.

The Provider's principal contact with the Town will be Linda Colella, Director of Nursing.

2. Qualifications

Eligible VNA Management Software platform providers will be those individuals, businesses and firms that have the following qualifications:

1. Proposer must have demonstrated experience and expertise in regard to providing the types of services outlined in the Scope of Services.
2. Proposer should have a proven track record in providing these types of or similar services for municipal governments or similarly sized independent nursing agencies, with preference given to municipalities or agencies within the State of Connecticut.
3. Proposer must be qualified and properly licensed in the State of Connecticut to perform its obligation under this proposal in compliance with any/all applicable Federal and State of Connecticut laws and regulations, statutes and policies.

3. Scope of Services

1. Provide a User-Friendly VNA agency management platform and technical support with modules for agency front office features, clinical point of care, billing/accounts receivable, a drug database. Please highlight any additional proposed services that could be of value.
2. Must provide a platform that will work with PC/Laptop technology the Town currently has in place, and must not interfere with other interrelated service contracts the Town may have in place such as Medical Billing, Medicare Coding and Quality Management.
3. If a new firm is selected, the firm must be capable of providing a smooth transition of services to ensure the new platform is fully operational and staff is properly trained by July 1, 2017. Any charges related to the installation of new service must be clearly disclosed in the RFP response.
4. Provide a product with a high level of ease of use for the Nursing Department, with time saving and efficient features.
5. Provide a product that has the potential for future expansion beyond current needs/standards.
6. Provide a platform that is consistent with all applicable local, state and federal statutes and regulations. Software **MUST** be in full compliance with Federal HIPAA regulations.

4. Agreement Period

The Town anticipates entering into a three (3) year contract with the selected Provider commencing on or about July 1, 2017.

The Town will contractually reserve the right to cancel the contract at any time. The agreement period for any contract or purchase order resulting from this RFP shall ultimately be as negotiated to the mutual agreement of the parties.

5. Management

Any contract or purchase order resulting from this RFP will be managed by the Director of the Nursing Department or designee.

2. SUBMISSION REQUIREMENTS

1. A letter of interest, including a general statement of qualifications for the firm.
2. Information on specific experience with VNA management software specifically highlighting any experience in the State of Connecticut.
3. Demonstration of the software's key features/components related to the Nursing Department and compliance with Federal HIPAA regulations.
4. Disclose monthly subscription fee, as well as one-time training/installation charges (Attachment A).
5. Contact information for references (Attachment B).
6. Submit one (1) clearly marked original and two (2) copies of your proposal package.

Your proposal should be submitted in a sealed envelope marked "**VNA Management Software Service RFP #2017-06**" to the Town Manager's Office at the Berlin Town Hall, 240 Kensington Rd, Berlin, CT 06037, no later than 2:00P.M., Thursday, November 17, 2016. The Town will not accept submissions by e-mail or fax. Proposers are solely responsible for ensuring timely delivery. The Town will NOT accept late proposals.

3. RIGHT TO AMEND OR TERMINATE THE RFP OR CONTRACT

The Town may, in its sole discretion, clarify, modify, amend or terminate this RFP if the Town determines it is in the Town's best interest. Any such action shall be effected by a posting on the Town's website, www.town.berlin.ct.us, **Each proposer is responsible for checking the Town's website to determine if the Town has issued any addenda and, if so, to complete its proposal in accordance with the RFP as modified by the addenda.**

Questions concerning the process and procedures applicable to this RFP are to be submitted in **writing** (including by e-mail or fax) and directed **only to**:

Name: Adam Tulin

Position: Purchasing Agent

Email: atulin@town.berlin.ct.us

Fax: (860)828-8628

Proposers are prohibited from contacting any other Town employee, officer or official concerning this RFQ. A proposer's failure to comply with this requirement may result in disqualification.

The appropriate Town representative listed above must receive any questions from proposers no later than seven (7) days before the proposal opening date. That representative will confirm receipt of a proposer's questions by e-mail. The Town will answer all written questions by issuing one or more addenda, which shall be a part of this RFQ and the resulting Contract, containing all questions received as provided for above and decisions regarding same.

At least four (4) calendar days prior to proposal opening, the Town will post any addenda on the Town's website, www.town.berlin.ct.us. **Each proposer is responsible for checking the website to determine if the Town/BOE has issued any addenda and, if so, to complete its proposal in accordance with the RFP as modified by the addenda.**

No oral statement of the Town, including oral statements by the Town representatives listed above, shall be effective to waive, change or otherwise modify any of the provisions of this RFQ, and no proposer shall rely on any alleged oral statement.

4. SELECTION PROCESS

All proposals will be publicly opened and read aloud as received on the date, at the time, and at the place identified in this RFP. Proposers may be present at the opening.

The Town reserves the right to correct, after proposer verification, any mistake in a proposal that is a clerical error, such as a price extension, decimal point error or FOB terms. If any error exists in an extension of prices, the unit price shall prevail.

The Town reserves the right to accept all or any part of a proposal, reject all proposals, and waive any informalities or non-material deficiencies in a proposal. The Town also reserves the right, if applicable, to award the purchase of individual items under this RFP to any combination of separate proposals or proposers.

A selection committee may be formed by the Town to review the qualifications, and short list firms to present their software, and recommend one or more firms to the Berlin Town Council which will make a final selection of the successful firm for this project. Among the selection criteria will be related experience in the State of Connecticut, ease of transition plan from the Town's current software, expertise and availability of staffing, design/ease of use of software, and fee structure/costs of implementation. The Town will accept the proposal that, all things considered, the Town determines to be in its best interests.

KEY DATES

RFP Advertised	10/20/16
Questions due from Vendors	11/10/16

RFP Open Date
Interview of top Vendors
Town Council Approval

11/17/16 at 2 P.M.
December 2016
January 2017

5. **ADDITIONAL INFORMATION**

1. *Costs for Preparing Proposal:* Each proposer's costs incurred in developing its proposal are its sole responsibility, and the Town shall have no liability for such costs.
2. *Ownership of Proposals:* All proposals submitted become the Town's property and will not be returned to proposers.
3. *Freedom of Information Act:* All information submitted in a proposal or in response to a request for additional information is subject to disclosure under the Connecticut Freedom of Information. Proposers are encouraged **not** to include in their proposals any information which is proprietary a trade secret or otherwise confidential. All materials associated with this procurement process are subject to the terms of state laws defining freedom of information and privacy, and all rules, regulations and interpretations resulting from those laws.
4. *Presumption of Proposer's Full Knowledge:* Each proposer is responsible for having read and understood each document in this RFP and any addenda issued by the Town. A proposer's failure to have reviewed all information that is part of or applicable to this RFP, including but not only any addenda posted on the Town's website, shall in no way relieve it from any aspect of its proposal or the obligations related thereto. Each proposer is deemed to be familiar with and is required to comply with all federal, state and local laws, regulations, ordinances, codes and orders that in any manner relate to this RFP or the performance of the work described herein. By submitting a proposal, each proposer represents that it has thoroughly examined and become familiar with the scope of work outlined in this RFP, and it is capable of performing the work to achieve the Town's objectives.

The Town will not award the contract to any business that, or person who, is in arrears or in default to the Town with regard to any tax, debt, contract, security or any other obligation.

6. **ATTACHMENTS**

Attachment A: Proposal Form
Attachment B: Proposer's Statement of References

TOWN OF BERLIN, CONNECTICUT

ATTACHMENT A: PROPOSAL FORM
VNA Management Software Service #2017-06

PROPOSER'S FULL LEGAL NAME:

Pursuant to and in full compliance with the RFP, the undersigned certifies this proposal is submitted without collusion and all responses are true and accurate. If awarded this proposal, it is agreed this forms a contractual obligation to provide services at fees specified in this Proposal Form, subject to and in accordance with all instructions, conditions, requirements contained in the documents, including addenda, which are made part of this proposal.

Pricing:

- | | | |
|----|--|---|
| 1. | Year 1 Monthly Subscription Fee | Year 1 One Time Implementation & Training Fees |
| | \$ _____ | \$ _____ |
| 2. | Year 2 Monthly Subscription Fee | |
| | \$ _____ | |
| 3. | Year 3 Monthly Subscription Fee | |
| | \$ _____ | |

Please attach Description and Pricing for any additional/alternate services or other costs recommended.

Name and Title of Authorized Representative

Signature of Representative, Duly Authorized

Date

Email

Phone # and Fax

TOWN OF BERLIN, CONNECTICUT

ATTACHMENT B: PROPOSER'S STATEMENT OF REFERENCES

VNA Management Software Service #2017-06

Provide at least three (3) references:

1. BUSINESS NAME _____
ADDRESS _____
CITY, STATE _____
TELEPHONE: _____
INDIVIDUAL CONTACT NAME AND POSITION _____

2. BUSINESS NAME _____
ADDRESS _____
CITY, STATE _____
TELEPHONE: _____
INDIVIDUAL CONTACT NAME AND POSITION _____

3. BUSINESS NAME _____
ADDRESS _____
CITY, STATE _____
TELEPHONE: _____
INDIVIDUAL CONTACT NAME AND POSITION _____
